



Common errors

LTA-ER wiki > Troubleshooting common e-resource problems >

Unsupported host/needhost errors

These will come into the LibAnswers E-resource queue with the subject "EZproxy connect fail" and a timestamp.

QID: 2197021	Status: Closed	Queue: E-Resource Problems	Owned by: Mandi Schwarz Unclaim
Asked By: Anon (noreply@unbc.ca) (User History)			
Asked On: Mar 26 2018, 09:52am	Last Updated: Mar 26 2018, 11:33am	Turnaround: 00:00:00	

EZproxy connect fail 2018-03-26 09:52:28

Someone has proxied a URL that is not in our config files. [User's system information](#)

User Agent = Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/62.0.3202.62 Safari/537.36

Referer = http://prxy.lib.unbc.ca/login?url=https://sloanreview.mit.edu/article/reducing-unwelcome-surprises-in-project-management/ [Broken link](#)

Remote addr = 142.207.56.64 [User's IP address](#)

Time = 2018-03-26 09:52:28

Query String = ref=http://libanswers.unbc.ca/answer.php?qid=2196375 [Page where broken link was found](#)

Asked By: Anon

The important parts of these emails are:

Referer: this is the URL that generated the error.

Remote addr: this is the IP address of the computer that encountered this error.

Query string = ref: this is the address of the page the user visited before encountering this error. Often, this will list the page that contains the broken link. Sometimes it will not list anything, which indicates that the user manually typed in the URL, or copied it from elsewhere and pasted it into the address bar. In this case, look closely for typos in the URL.

To fix these errors:

Look at the URL in the Referer line. It will look something like this: `http://prxy.lib.unbc.ca/login?url=http://somehost.somedomain.com/articleidentifier` The first part is our proxy prefix; ignore this. The second part (after `url=`) is what needs to be added to the proxy (in most cases).

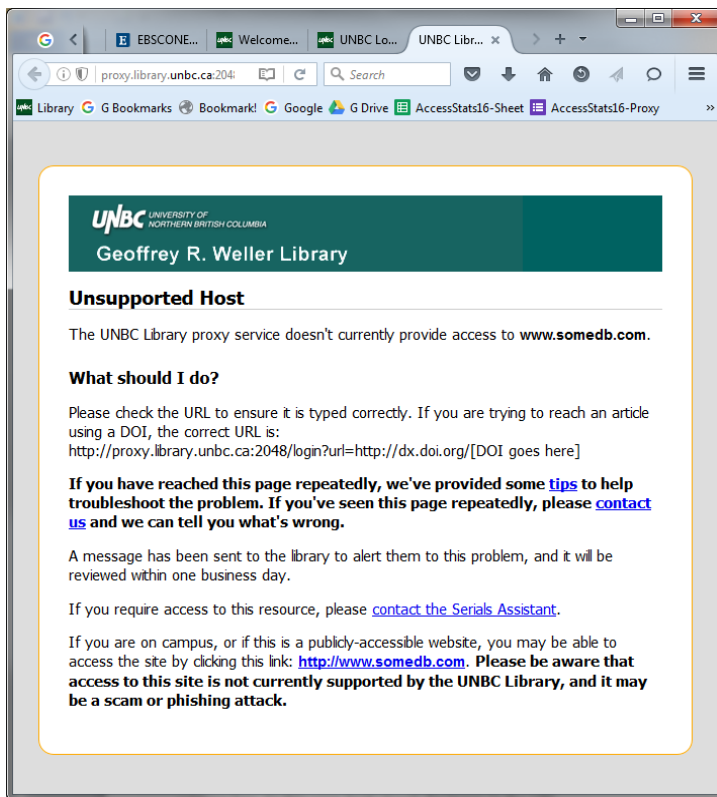
First, read the URL to see if there are any easily-identified typos or spelling errors.

If there is `%20` in the URL (especially between the proxy prefix and the target URL, or in the domain area of the target URL), this indicates that someone added a space; these cannot be fixed. If the link looks like this: `http://prxy.lib.unbc.ca/login?url=http%3A%2F%2Fsearch.ebscohost.com%2Flogin.aspx%3Fdirect&db=a9h&AN=125792534&login.asp&site=ehost-live&scope=site`, the link is also as fully-encoded links must be prefaced by `url=` at the end of the proxy prefix (for example, `http://prxy.lib.unbc.ca/login?url=http%3A%2F%2Fsearch.ebscohost.com%2Flogin.aspx%3Fdirect&db=a9h&AN=125792534&login.asp&site=ehost-live&scope=site` would be the proper URL). DOI links are often built incorr

doi.org URL may be http or https, and the URLS must be `http://prxy.lib.unbc.ca/login?url=http://dx.doi.org/[DOI]` or `http://prxy.lib.unbc.ca/login?url=http://doi.org/[DOI]` and the doi.org URL may or https. If the link is genuinely broken, please add the tag "Bad URL" in LibAnswers.

Next, test the URL to make sure that you also get the error. The error page looks something like this (note that the below screenshot has our old proxy prefix; please use the current one:

`http://prxy.lib.unbc.ca/login?url=[URL]`);



If you also get the error, then the proxy's config file may need to be edited. Instructions for this can be found in the [Proxy guide](#).

Before editing the config file, determine if the library is supposed to be supplying access to the URL generating the problem. Go to the URL (in the above example, <http://www.somedb.com>) to get information about the website/resource, then search the ERM for the website's name. If there is no resource record for the resource, it is likely that we are not supposed to be supplying access. If (library) don't know about the resource, chances are very good that the resource does not require IP authentication. If you have proxy access, and are comfortable editing the config file, you can a URL to the top of the config15-publicly-accessible file – the T line is the title of the page or article, followed by today's date (ex. 7Apr14 for April 7, 2014); the U is the URL of the page. Restart the server and double check the link – it should now work. Also, add this information to the spreadsheet we use to track access to publicly accessible resources (so we can determine if we can remove - it can be found here: [G:\LIBRARY\Acquisitions Dept\ERM\Statistics\PubliclyAccessibleResources](#)

If a search of the ERM shows that we are supposed to be supplying access to the resource, one of the proxy's other config files will need to be edited. To determine which file needs to be edited, license record for the resource: if Alumni is listed as an Authorized User, then this needs to be updated in the config40-group-alumni file; if Alumni is not listed as an authorized user, the stanza is located in the config20-group-default, or config29-ebsonet file. If you have proxy access, and are comfortable editing the config file, find the appropriate stanza and add an appropriate H line. R proxy server and double check the link – it should now work. If you do not have proxy administrator access, escalate.

If you do not get an error, monitor it over the next few days to ensure it is working properly.

Sometimes there will be additional errors that are discovered when you test the URL. Troubleshoot these to the best of your ability, but as we often don't know where the user got the URL, we may be able to resolve further errors. Do what you can, but sometimes a wrong URL is just a wrong URL.

User unable to access a resource

Problems are reported multiple ways: the Resource Access Problem form found on the website; the Problem Link Report form found on the Serials Solutions pages; an email directly to either serials incumbent's email address; or a phone call. See [Reading problem reports](#) for info about what is contained in these reports.

These will show up in different errors, such as a broken URL, a missing journal issue, or a vendor that requests payment to access an article.

In order to resolve these, it is helpful to have the entire citation of the article the user was trying to access, and which database they were in when they encountered the error. Other helpful information includes the user's operating system and browser, and their location (on campus, at home, on their employer's network, etc.).

From on campus

First, check the resource record for a current Resource Advisory indicating that the resource will be unavailable.

Then try to duplicate the error. If you do not get the error, have the user clear their cookies and cache and try again. Also ask the user to try different browsers.

If you do receive the error, verify that we are supposed to have access to that article. Do we have access to that database (have we subscribed/purchased/paid an invoice in the last year, or is it publicly available)? And that journal (is it on the title list for the database - check for the title lists in [G:\LIBRARY\Acquisitions Dept\ERM\Title Lists](#) or see the consortia section in [Useful information](#) to access lists and licenses)? And that issue (is it within the years we have access to)? And that article (is there fine print stating that this article has not been included by request of the copyright holder)? If you determine the reason we do not have access based on these questions, inform the user (ex. "I'm sorry, but our access to this journal starts in 2003, and this article is from 1999"; "I'm sorry, but it is not in our database as of yet"; "this article has been withheld from the database at the request of the rights holder, as stated at the bottom of the citation page", etc.). If there is any action that needs to be taken to correct error access information (ex. the title is turned on in Serials Solutions, but it's not on the database's title list; there is an incorrect URL in a bib that is not from Serials Solutions; etc.), do it, or escalate/inform appropriately.

If we are supposed to have access and we don't (it's not recognizing our access, the issue or article is missing, etc.), contact the vendor and explain the problem. If you have done extra research, such as viewing the issue list or the table of contents on the journal's non-vendor site, include that in the email. If the vendor wants to check our access for themselves, check the proxy's user file for the proxy login information (or ask someone on the escalate list to provide you with this info) – you can provide the vendor with this login for testing. Inform the patron that you have contacted the vendor and update them when the vendor contacts you with an explanation or solution.

If we have more access to a *subscribed* journal than we are supposed to have (ex. "It says we have access from 1992 – 2010, but I can access an article from 1987"), it is likely due to the publisher opening up additional access for free. Because this is outside our paid access, they can remove this access at any time and we would have no recourse. Therefore, we do not add this access to our Serials Solutions; our SerSol dates should always be what we've paid for. However, if it is a *freely accessible* journal, we can change the dates in SerSol.

From off campus

Follow the procedure for checking problems from on-campus users, above. Then, there are some extra things to check.

If possible, use the VPN option in the Opera browser or [ibVPN](#) try to duplicate the problem. If you can duplicate the problem when using either VPN, then the problem is likely on our end. Check proxied (if needed), and if so, there may need to be adjustments made to the proxy's config file. If you do not have proxy access, or are not comfortable with this, escalate. If you are comfortable in the proxy's config files, see [Troubleshooting EZProxy problems](#) for how to fix the problem. If the resource is accessible from on campus, you can recommend UNBC's [Virtual Desktop](#) to the use interim solution.

Broken link from Summon/360 Link

Serials Solutions provides access to content in two ways: Index-Enhanced Direct Linking (IEDL), which involves creating a link directly to the content on the vendor's site based on unique identifiers provided by the vendor or via DOI (see [Ex Libris' documentation](#)); or, OpenURL (see the [NISO standard](#) and/or [Ex Libris' documentation](#)).

Summon

Outbound Summon URLs are hidden behind javascript, so an HTTPHeader browser extension can be used to determine the URL it is using.

If there is an issue with an IEDL URL, report the problem to Ex Libris using the [Ex Libris Customer Center](#); they will need to update the metadata in their index to fix this.

OpenURLs from Summon will go to 360 Link; the `sid` value in the URL will be `summon.serialssolutions.com`. (Eg, [OpenURL errors can be introduced in two places: inbound from the supplying source \(where the user found the Get It @ UNBC button, indicated in the URL as the `sid`\) or outbound from 360 Link target \(the green Full Text Online button\).](http://yk4bk9bt5r.search.serialssolutions.com/?ctx_ver=Z39.88-2004&ctx_enc=info%3Aofi%2Fenc%3AUTF-8&rft_id=info%3Aid%2Fsummon.serialssolutions.com&rft_val_fmt=info%3Aofi%2Ffmt%3Akev%3Amtx%3Ajournal&rft.genre=article&rft.title=Long-term+efficacy+of+diameter-limit+cutting+to+reduce+mountain+pine+beetle-caused+tree+mortality+in+a+lodgepole+pine+forest&rft.jtitle=The+Forestry+Chronicle&rft.au=Vandygriff%2C+J.C.&rft.au=Hansen%2C+E.M.&rft.au=Bentz%2C+B.J.&rft.au=Allen%2C+K.K.&rft.d08-01&rft.issn=0015-7546&rft.eissn=1499-9315&rft.volume=91&rft.issue=4&rft.spage=444&rft.epage=456&rft_id=info:doi/10.5558%2Ftfc2015-074&rft.externalDBID=n%2Fa&rft.externalDocID=10_5558_tfc2015_074¶mdict=en-US). At this point, the problem can be troubleshot like it would for a broken OpenURL in 360 Link; see below 360 Link</p></div><div data-bbox=)

Some things to note:

- To determine the outbound OpenURL, copy the link location and use a URL decoder ([this is a great tool](#)) to determine the URL being sent out before it's redirected by the target.
- If 360 Link lists the PMID, then the citation information is coming from PubMed; you can verify the metadata assigned to that PMID by [following these instructions](#). If the PMID's metadata is incorrect, notify the publisher (who may not be the source or the target).
- If 360 Link lists the DOI, then the citation information is coming from CrossRef; you can verify the metadata assigned to that DOI using the [DOI lookup tool](#). If the DOI's metadata is incorrect, notify the publisher (who may not be the source or the target).
- Where 360 Link lists both the PMID and the DOI, the PMID is prioritized.
- If the target is EBSCO, an article's Accession Number (AN) is located at the bottom of the article's information page in the database; this can be sent to Ex Libris for addition to the citation index.
- Verify the citation information for the article ('article' will be used here to denote any resource, such as book chapter, dissertation, etc) - often the best way is to google the article title and official publisher's site, or look at the reference entries in multiple other published papers (keeping in mind that different citation styles may affect the information displayed).

Here's a flowchart for this process:  [TroubleshootingOpenURLs.pdf](#)

Ex Libris has also put together a [support article about linking problems](#).

User's login doesn't work

First, determine if they are faculty. If so, check their Active Directory account (ask Lib Sys Admin for assistance if needed; search for their shortened email address in the `sAMAccountName` attribute name in the `cn` attribute) to see if they have Faculty set as their `eduPersonAffiliation`. If that value is set to `NoAffiliation`, they are likely outside of their active contract dates and will have to use their barcode and pin. Check their Sierra patron account to ensure it's up to date; if it isn't, refer them to circulation. You can send them the Login Issues: Out-of-contract faculty message found on the [Responses](#) page.

If they are not faculty, or are not out-of-contract, get them to try both login options: username/password, and library barcode/pin. If they have forgotten their pin, there is a link to reset it on the login page. Check their Sierra patron account for their expiry date and `ptype` (check it against the [access list](#)).

Incorrect access at the vendor's site

Try to figure out what access we are supposed to have. Most of our title lists are on the G drive. For titles in a consortia package, check the consortia page for a title list. Info for individual titles can be found in EBSCOnet, and can be identified in the ERM by the value "ebSCO" in the consortium field in the platform's resource record, or the presence of license I10004403, which includes the text "This license is for journals ordered through EBSCOnet..."; alternately, you can search EBSCOnet for the journal title. Once this info is located, check it against the info in Serials Solutions and against the vendor's site says. Serials Solutions should ALWAYS reflect the access we have paid for and is indicated on the title list; "free" content (such as back issues) are not included in Serials Solutions if the vendor is under no obligation to continue providing access to those issues, and can revoke access at any time. If the title list or EBSCOnet indicate one date range (1971 – present) and the vendor's access to a different range enabled (1996 – 2011), contact the vendor for clarification, and indicate the source of your information ("The title list provided by CRKN indicates that we should have access to 1971 – present for the Journal of Peace Studies.")

Entry in Summon leads to "No Such Record" error in Wizard

This indicates that a bib record in Sierra wasn't processed properly and was not deleted from Summon. Send the permalink to the Summon entry to the Metadata Librarian (they can create a duplicate record to be manually included in the Summon delete process).

Vendors confusing UNBC and UBC

Sometimes vendors get us confused with UBC – they think we are just a northern campus. This is usually discovered by looking at the contact info they have for us (account name, institution name, the IP ranges associated with our accounts (UBCs IP ranges are here: <http://it.ubc.ca/services/list-ubc-ip-addresses>). If this happens, contact the vendor to clear up any confusion, and let UBC's e-staff know at lib-econtact@interchange.ubc.ca

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